

# The LEAFLET



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Part 1 in a continuing series

## *Tips from a Code Enforcement Officer:*

# Avoiding the Most Common Code Violations

Whether you are a renter, homeowner, or business owner, understanding and complying with the City's Municipal Codes can sometimes seem a bit confusing and overwhelming. Fortunately, most situations that result in a visit from a Code Enforcement Officer are easily fixed – and can be easily avoided. This continuing series will highlight some of the more common issues surrounding property maintenance.

*(continued on page 4)*



## *I Love My Lake Forest Park*

The City is proud to offer residents 27 parks providing access to the serenity and inspiration of nature, outdoor space to play and exercise, and facilities for recreation and community building. We think our parks are pretty great, but now we want to hear from you! Do you love your local Lake Forest Park? Do you want to share how fabulous it is with others? Well, here's your chance! Starting with the July/August 2010 edition of *The Leaflet*, we will be featuring a recurring article – Why I Love My Lake Forest Park – starring you!

Submit your article of 250 words or less and it could be featured in an upcoming issue for all to see. Selected authors will receive a goodie basket filled with all sorts of park-worthy treats!

Entries can be dropped off at City Hall or emailed to [ParksMakeLifeBetter@lakeforestca.gov](mailto:ParksMakeLifeBetter@lakeforestca.gov). For more information, call 461-3544. See you at the park!

**Parks  
Make  
Life  
Better!**



*Current Issues Update on page 5.*

## CITY MANAGER'S

*Message*

Lately, there has been a lot of focus about organizations of all shapes and sizes and their re-commitment and focus on customer service. It may be due to the downturn in the economy and the fact that organizations, including cities,

realize customer satisfaction is more important now than ever before. Here at City Hall, we have never wavered from our commitment to customer service and see every day as an opportunity to provide outstanding customer service to our community.

There are multiple areas we are working on to support this effort. On the technology front, we've launched new and improved versions of our constituent relationship management program – Ask Lake Forest – and our e-Newsletter. You can read more about both these programs in this issue of The Leaflet and we invite you to log on and register to become part of our e-community. And as always, the City's main telephone line (461-3400) is answered by a live operator to help direct your call to the proper staff member.

On the personnel front, we recently held mandatory customer service refresher training for all staff members. During the training, staff members were encouraged to share their experiences and best practices in providing great customer service. On the outreach front, we are preparing for the seventh Community Satisfaction Survey, scheduled to take place in the fall. The data collected from this survey is used to shape the City's budgets and the City's strategic plans to address those issues and concerns of utmost importance to our residents and business owners.

We hope that you agree that the City values customer service and we look forward to serving you in the future!

For more information, visit the Lake Forest website at [www.lakeforestca.gov](http://www.lakeforestca.gov).

Sincerely,

*Robert C. Dunek*

Robert C. Dunek,  
City Manager

## Have You Seen the Latest e-Newsletter?



If not, you're missing out! The Lake Forest e-Newsletter is packed with upcoming City events and activities, local news, employment opportunities with the City, and City Council meeting updates. And it's all delivered straight to your email inbox in an easy-to-read, easy-to-use new format. Sign up to receive next month's edition at <http://www.lakeforestca.gov/enewsletter>

### Upcoming City Council Meeting Dates

City Council meetings are held on the first and third Tuesday of every month starting at 7:00 p.m.

- Tuesday, June 1
- Tuesday, June 15
- Tuesday, July 6
- Tuesday, July 20

## Ask Lake Forest

To better serve the community, the City recently launched Ask Lake Forest, a new 24-hour online request system that provides constituents with access to City Hall from the comfort of their own home. Ask questions, report issues, submit requests, view Frequently Asked Questions (FAQs), or track the status of your request. City staff is committed to continuing our tradition of excellent customer service and communications by responding to all requests in a timely manner.

Ask Lake Forest can be accessed on the City's website at <http://www.lakeforestca.gov/>, or directly at <http://www.lakeforestca.gov/AskLakeForest>. To get started on the new system, select a login ID and password. If you maintained an account on our previous system GovPopulous, please re-register on Ask Lake Forest to activate your login ID and password. Residents may also report issues anonymously. We look forward to hearing from you!

## Capital Improvement Projects Update:

# City Acquires Land Preserving Open Space

### Stage Set for Land Swap for Sports Park

The City has long recognized the value to the local and surrounding community of preserving open space. In April, the City finalized purchase of an approximately 6 acre parcel from the Hernandez Family of Rancho Santa Margarita. "Lake Forest residents, as well as Orange County residents, will benefit from reserving this property as permanent open space," said Mayor Peter Herzog. The parcel, located 1,300 feet north of Glen Ranch Road, is adjacent to Whiting Ranch Wilderness Park and is mostly surrounded by County park property. By preserving this open space, the City has

- provided a natural sanctuary/playground for the community,
- ensured the health and diversity of native animals and plants,
- and helped lessen pollution by absorbing contaminants from our air and water.



In addition to preserving open space, the land acquisition allows the City to respond to the community's desire to expand recreation facilities through a land swap with the County of Orange. In exchange for 38 acres of land, including the former Hernandez parcel, the City will receive 38 acres of land, some of which will be used to build an active sports park. While still in planning stages, amenities at the Sports Park may include ball fields, soccer fields, multi use fields, basketball courts, and tot lots.

For more information on Whiting Ranch Wilderness Park, including park amenities, activities, events, and programs, visit <http://www.ocparks.com/whitingranch> or call 923-2245.

## Fix a Leak ~ SAVE WATER

Fixing easily corrected household water leaks can save homeowners more than 10% on their water bills.



- Check your water meter before and after a two-hour period when no water is being used. If the meter does not read exactly the same, you probably have a leak.
- Place a drop of food coloring in the toilet tank. If the color shows up in the bowl within 15 minutes without flushing, you have a leak.
- Also for toilets, check the rubber piece called a "flapper." This should be replaced periodically to ensure a tight seal in the toilet tank.
- Stop dripping faucets or showerheads by replacing washers and gaskets
- Place a little screen device called an "aerator" in the faucet tip. This adds air into the water stream so you actually use less water.

For more information, visit EPA WaterSense at <http://epa.gov/watersense/pubs/fixleak.html>

## Lake Forest Pet of the Week

Visit the City's website at [www.lakeforestca.gov/pet\\_of\\_the\\_week](http://www.lakeforestca.gov/pet_of_the_week) to help find a forever home for adoptable Lake Forest animals. For more information, contact OC Animal Care at 249-5160 or visit them at [ocgov.com](http://ocgov.com).



## Tips from a Code Enforcement Officer: Avoiding the Most Common Code Violations

(continued from page 1)

Property maintenance is easier than you might think. The good news is that most of us already meet minimum property maintenance standards. But what does "property maintenance" really mean? Property maintenance refers to simple things like keeping your yard tidy and trimmed, storing trash cans and other odds-and-ends out of view, repairing torn screens or broken gutters, and taking care of peeling paint. Poor property maintenance can reduce property values, invite criminal activity, graffiti and illegal dumping, and in extreme cases can contribute to infestations of insects and rodents – all good reasons to keep your property well-maintained!

The Code Enforcement Division has prepared a simple checklist to help you in identifying and correcting simple property maintenance situations. You can find this checklist online at (<http://www.lakeforestca.gov/CEOTips>), or pick up a copy the next time you are at City Hall. Till next time, happy maintaining! For more information, call 461-3474.



*Next in the Series:*

**Building Permits and Swimming Pools**



## Water Safety – Drowning Prevention Tips

Drowning is a leading cause of injury and death of children under five years of age. The following action steps will help you promote water safety in and outside of the home.

### Action Step: Protection

- Install alarms on doors and windows leading to the water, at least five feet above ground level
- Install a non-climbable, five-foot fence that separates the pool/spa from your home (any openings should be no more than four inches wide so children cannot squeeze through the spaces)
- Install self-closing and self-latching gates and doors leading to the pool/spa with latches above a child's reach
- Install a pool safety cover

### Action Step: Supervision

- Assign an adult "water watcher" to supervise the pool/spa area or any other body of water, especially during social gatherings

- Assign a second adult to maintain constant visual contact with children in the pool/spa area or any body of water that might attract a child
- Never leave a child alone near a pool/spa, bathtub, toilet, water filled bucket, pond or any standing body of water in which a child's nose and mouth may be submersed
- Don't rely on swimming lessons, life preservers, or any other equipment to make a child "water safe"

### Action Step: Preparation

- Communicate pool safety measures with the baby-sitter
- Learn how to swim and learn rescue techniques
- Mount rescue equipment by the pool such as a lifesaving ring, shepherd's hook, and a CPR sign
- Post 9-1-1 emergency phone number on all phones

For more information about childhood drowning prevention, call the Orange County Fire Authority, Community Relations and Education Section at (714) 573-6200, the Drowning Prevention Network of Orange County at (714) 532-8887, or Children's Hospital of Orange County at (714) 532-8887.

## Current Issues Update

### Secondary Effects of Marijuana Stores

The City's efforts to enforce its municipal code, which prohibits businesses that violate state or federal law and prohibits uses not explicitly allowed in commercial areas, have been the focus of much media attention. Drawing lesser attention, although a serious consideration, are the concerns raised by the community in regards to health and safety issues which might be generated by these facilities. Also referred to as secondary effects, they include illegal drug activity and drug sales; driving under the influence; burglaries, robberies and home invasions; and an increase in vacancies in the commercial areas in the vicinity of marijuana stores.

These secondary effects have been the subject of recent news coverage. One of the more major recent headlines includes a dispensary owner in Lake Forest pleading guilty to illegal marijuana sales. A number of articles focus on robberies of illegal marijuana dispensaries, home invasions of suspected grow houses, and the seizure of large amounts of marijuana throughout Orange County. Not all secondary effects are crime related, as an article on the hospitalizations of two individuals after consuming marijuana brownies shows.

Although the City has taken no position relative to the use of marijuana for personal medical use by seriously ill individuals where the medical use is deemed appropriate by a physician, the City is concerned about the large number of marijuana stores that have chosen to open and operate illegally in the city. For more information, visit the Marijuana Stores FAQ page at <http://www.lakeforestca.gov/MJFAQ> or visit Ask Lake Forest at <http://www.lakeforestca.gov/AskLakeForest>.

### Federal Judge Denies Preliminary Injunction to Prevent City from Shutting Down Medical Marijuana Collectives

A recent milestone in the City's efforts to enforce its municipal code was denial of a federal lawsuit filed against the City by non-Lake Forest residents requesting a preliminary injunction to prevent the City from shutting down marijuana stores. The Plaintiffs unsuccessfully argued that the Americans with Disabilities Act (ADA) gives disabled citizens a federally protected right to use medical marijuana. On April 30, the Court found that the ADA does not apply because marijuana is a Schedule I controlled substance and under the Controlled Substances Act, it currently has no medical purpose.

## FOG in Your Pipes?

One of the most common causes of sewer spills is from fats, oils, and grease (FOG) that builds up over time. Sewage spills occur when wastewater transported by underground pipes overflows due to this blockage through a manhole, cleanout, or broken pipe. These types of spills can impact water quality, which then increases health hazards, damage to homes and businesses, and negative effects on the local environment, creeks and beaches.

You can prevent sewage spills and preserve the quality of our water by not disposing of FOG down your sink. Instead, mix any FOG with other absorbent waste such as paper towels, cat litter, coffee grounds, or shredded newspaper before putting it in the trash. In addition to protecting the environment and local water quality, you will also reduce costs associated with sewer maintenance or repair.

24-Hour Water Pollution Hotline  
(877) 89-SPILL



**Remember,  
the Ocean Begins  
At Your Front Door.**  
For more information,  
contact the Public Works  
Department at 461-3480.

## Statewide Voter Information Guide Available in Audio Form



Did you know the Secretary of State publishes the Statewide Voter Information Guide in audio form? This important Guide contains information on each of the statewide ballot measures, the legislative analysis of all the propositions, and information on candidates, including candidate statements. If you or someone you know is interested in obtaining a free copy of the audio version of the Voter Information Guide for the June 8, 2010 Statewide Direct Primary Election, contact the City Clerk at 461-3421.

# What's Your 10%?

*Waste Free OC. Save Room for Tomorrow*

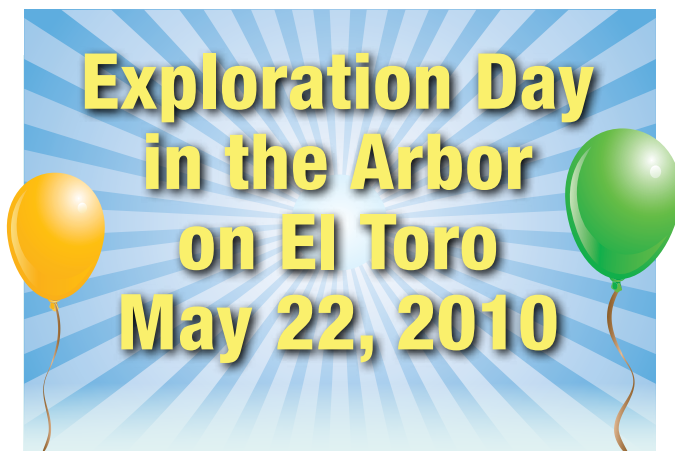
Did you know that in 2008, the average Orange County resident generated five pounds of waste per day? With more than three million residents countywide, that equals 15 million pounds of solid waste per day. Local landfills are filling up fast, and we are running out of room for tomorrow, so OC Waste & Recycling has challenged community members to reduce everyday waste by 10% by 2010.



## 5 Easy Ways to Start Reducing Waste Today

1. Pay bills electronically and put a stop to junk mail
2. Bring reusable bags with you to the grocery store
3. Start composting
4. Reduce packaging waste by buying in bulk
5. Avoid contaminating recyclables to be sure they stay out of the landfill

For more information, take the "10% in 2010 Challenge" at [www.WasteFreeOC.com](http://www.WasteFreeOC.com)



The City and property owners of the retail centers invite you to join us for "Exploration Day in The Arbor: Carnival of Discovery" on Saturday, May 22, 2010 from 11:00 am – 4:00 pm at The Orchard retail center located on El Toro Road between Rockfield Blvd. and Raymond Way. This year's Carnival of Food, Fun, and Friends will feature entertainment for the whole family with carnival rides, games, live music, and free food and beverage samples from local businesses. Children will be invited to explore The Arbor with their "passport" and collect stamps at various destinations. Children who complete their "Passport to Discovery" will receive a VIP wristband allowing them to ride all carnival rides. As part of the "Passport to Discovery," all contestants will be eligible to enter the grand raffle for exciting prizes. We look forward to seeing you!

## Solid Waste Increases

Due to increased operating costs, the County of Orange will be increasing the landfill disposal rate beginning in July 2010. City residents will see an increase of \$3.42 on each quarterly bill starting in July. The current landfill disposal rate has been in effect since 1997, making this the first disposal component rate adjustment in 13 years.



## Fair Housing Opportunity is the Law



The City of Lake Forest is committed to furthering fair housing practices in the community. If you or someone you know has a fair housing question or issue that needs to be addressed, please call the City's Housing Manager at 461-3471. The City cooperates with the Fair Housing Council of Orange County to eliminate discriminatory practices countywide. An impediment to fair housing opportunity is any policy or practice that denies or adversely affects the provision of housing to a person in any protected class.

# Recreation/Events Calendar

## Summer 2010 (May, June, July)

### MAY

#### Movies at the Skatepark 14

8 p.m.-10 p.m.  
Etnies Skatepark  
(20028 Lake Forest Dr)  
Fee: \$5.00 per person



#### Red Rock Canyon Hike 15

9 a.m.-12 p.m.  
Meet at Whiting Ranch,  
Borrego Entrance Parking Lot;  
Portola and Market St  
Fee: \$5.00 per person  
(includes snack and bottled water)  
Separate parking fee of \$3 per car

#### Aliso Creek Clean-Up Day 22

9 a.m.-11:30 a.m.  
Meet at Cherry Ave and Fernbank St  
Fee: Free to participate

#### Prelude in the Park 23

5 p.m.-7:30 p.m.  
Pittsford Park  
(21701 Pittsford Dr)  
Fee: Free. Food available  
for a nominal fee



#### Band Nights at the Skatepark 28

6 p.m.-10 p.m.  
Etnies Skatepark  
(20028 Lake Forest Dr)  
Fee: \$5 donation per person



### JUNE

#### Band Nights at the Skatepark 11

6 p.m.-10 p.m.  
Etnies Skatepark  
(20028 Lake Forest Dr)  
Fee: \$5 donation per person



#### Movies in the Park ~ Cloudy with a Chance of Meatballs 18

7:30 pm  
Cherry Park (22651 Cherry Ave)  
Fee: Free. Snacks available  
for a nominal fee

#### Coyote Brush Hike 19

9 a.m.-12 p.m.  
Meet at Whiting Ranch Park  
(Glenn Ranch Parking Lot  
located off of Glenn Ranch Rd)  
Fee: \$5.00 per person (includes  
snack and bottled water)  
Separate parking fee of \$3.00 per car

#### Teen Battle of the Bands 26

6 p.m.-10 p.m.  
Etnies Skatepark  
(20028 Lake Forest Dr)  
Fee: \$5 per person



#### Summer Concert Series ~ Don't Stop Believin' and Gaby Moreno 27

5:30 p.m.-7:30 p.m.  
Pittsford Park  
(21701 Pittsford Dr)  
Fee: Free. Refreshments available  
for purchase



### JULY

#### Movies in the Park ~ Shrek 9

7:30 p.m., El Toro Park  
(23701 Los Alisos Blvd)  
Fee: Free. Snacks available  
for a nominal fee



#### Family Swim ~ Featuring Steel Drum Music

6:30 pm-9:30 pm  
Trabuco Hills High School  
(27501 Mustang Run, Mission Viejo)  
Fee: \$1 per person

#### Band Nights at the Skatepark 16

6 p.m.-10 p.m.  
Etnies Skatepark  
(20028 Lake Forest Dr)  
Fee: \$5 donation per person



#### Family Swim/Dive-In Movie 8 p.m.-9:30 p.m. (Kung Fu Panda Movie)

Trabuco Hills High School  
(27501 Mustang Run, Mission Viejo)  
Fee: \$1 per person

#### Family Campout 17-18

5:30 p.m.-10:00 a.m.  
Pittsford Park  
(21701 Pittsford Dr)  
Fee: \$5 per person  
Pre-register by mail or in person



#### Riverbed Clean-Up and Environmental Awareness Day 24

9 a.m.-12 p.m.  
Etnies Skatepark  
(20028 Lake Forest Dr)  
Fee: Free. Food, drink, and  
opportunity prize ticket included  
with participation in clean-up



#### NECTAR

Official City of  
Lake Forest Mascot



## 19th Annual Independence Day Parade

### Saturday, July 3, 10 a.m.

Toledo Way to Serrano Road.

For more info call Community Services at 461-3450.



City of Lake Forest  
25550 Commercentre Drive  
Lake Forest, CA 92630

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## Important City Telephone Numbers



OC Animal Care . . . . . 249-5160  
Building Division . . . . . 461-3470  
Building Inspection. . . . 461-3468  
City Clerk . . . . . 461-3420  
City Council . . . . . 461-3420  
City Manager's Office . . . 461-3410  
Community Policing Center . . . . . 461-3530  
Employment Hotline . . . 461-3418  
Etnies Skatepark . . . . . 916-5870  
Graffiti Hotline . . . . . 461-3583  
Planning . . . . . 461-3491  
Public Works . . . . . 461-3480  
Recreation . . . . . 461-3450  
Redevelopment . . . . . 461-3567

### IMPORTANT CITY WEBSITES

City  
[www.lakeforestca.gov](http://www.lakeforestca.gov)  
Lake Forest Redevelopment Agency  
[www.thearbor.info](http://www.thearbor.info)  
Etnies Skatepark of Lake Forest  
[www.etniesskateparkoflakeforest.com](http://www.etniesskateparkoflakeforest.com)

## "EXPAND THE FOREST"

The Expand the Forest program allows members of the community to dedicate trees in memory of departed loved ones or to commemorate special occasions while encouraging the expansion of our urban forest. Trees are \$70 and are planted and maintained by the City. There are eight different species of approved trees which may be planted in almost any public property location, including City parks and green belts.



**For more information, please call the Public Works Department at 461-3480.**

SPONSORS	TREE SPECIES	LOCATION	DEDICATION
Jennifer Brumbaugh	Magnolia Tree	Peachwood Park	Cliff Hilliard
The Ceja, Crawford, Jennings, Miller and Perry Families	Magnolia Tree	Borrego Park	In Memory of Dorothy Mary Blaine-Randles
The Jost and Ramirez Families	Magnolia Tree	Peachwood Park	In Honor of Dorothy Driza, Loving Mother and Grandma
Gina Manning/ Trish Riedl	California Sycamore	Foothill Ranch Community Park	In Loving Memory of Marge Castillo
Alicia Reiman, Ron Paulsen, Dan & Joan Parker, Pat Katapski	California Sycamore	Cavanaugh Mini Park	To Celebrate the Life of Ruben Ramos, A Friend and Neighbor
Saddleback Area Historical Society	Magnolia Tree	Peachwood Park	In Memory of Priscilla Hoel
The Wieske Family	California Sycamore	Tamarisk Park	Memorial In Honor of Walter H. Bretthauer
Eric, Daunine & Patrick Wilson	Magnolia Tree	Peachwood Park	Nan Barrett Wilson



The Leaflet is published by the City of Lake Forest and is distributed as a public service to the homes and businesses of the city. The City of Lake Forest welcomes your comments, suggestions and questions regarding The Leaflet. Please call or write:

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City of Lake Forest  
25550 Commercentre Drive  
Lake Forest, CA 92630  
461-3400



[www.lakeforestca.gov](http://www.lakeforestca.gov)

## Prelude in the Park – A Celebration of Music at Pittsford Park



**Sunday, May 23 • 5:00 p.m. - 7:30 p.m.**

The City is proud to present "Prelude in the Park" – a unique collaboration with the El Toro High School Instrumental Music Department. This exciting event will feature performances by the El Toro High School String Orchestra, Symphonic Band, Wind Ensemble, and Jazz Band in addition to family fun, food, and festivities. Be sure to bring your appetite as there will be a BBQ with proceeds benefiting the El Toro High School Music Program. The pre-concert activities are from 5:00 p.m. to 6:00 p.m., with the concert beginning at 6:00 p.m.